



Greenbelt Police Department

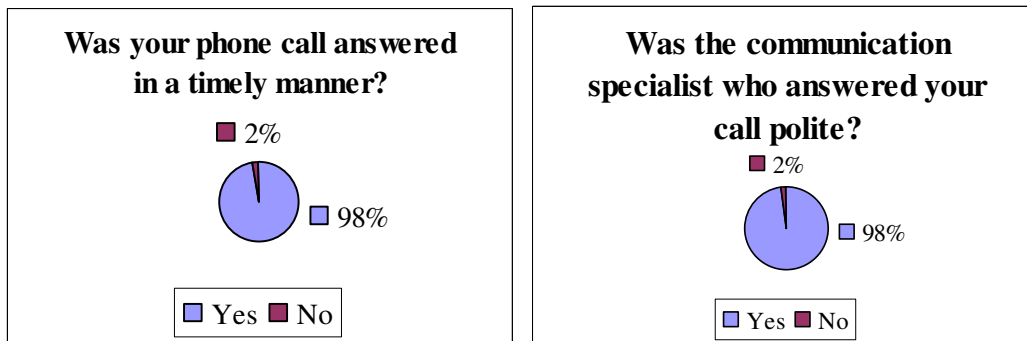
2009 Citizen Attitude and Opinion Survey



During calendar year 2009, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys are two-fold; First, citizens were asked to provide a report card on how officers interact with the public on a daily basis. Secondly, it allows citizens who live, work or travel through the City of Greenbelt to voice concerns about the Department or issues in the community. The Citizen Contact Surveys and Traffic Surveys are sent out monthly to provide “fresh” data to ensure the Chief of Police and Command Staff are kept abreast of individual concerns.

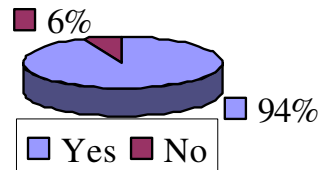
The Department randomly surveyed (480) people in 2009, forty (40) each month, who have had contact with the agency either by way of a traffic stop or by contacting the Department to report an incident. The return was 16% (77). While not scientific, the survey is a legitimate tool to assess how the Department is serving the community.

The purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2009. The Citizen Contact Surveys provided the following:

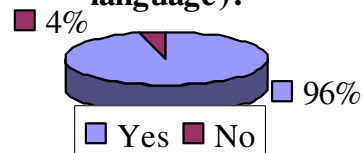


For the third year in a row, nearly all of those surveyed stated that their call for assistance was answered in a polite and timely manner.

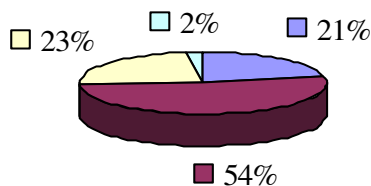
Was the officer(s) courteous and understanding to your circumstances?



Did the officer(s) present a professional demeanor (dress, grooming, and language)?

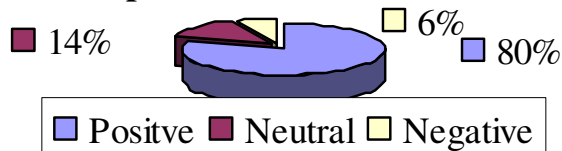


How long did it take for the officer(s) to arrive?



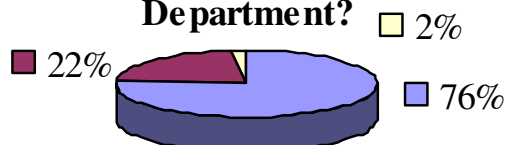
■ Less than 5 minutes ■ 5-15 minutes
 ■ 15-30 minutes ■ 30 plus minutes

After the encounter with the Greenbelt officer, were you left with a positive, neutral or negative opinion of the officer?



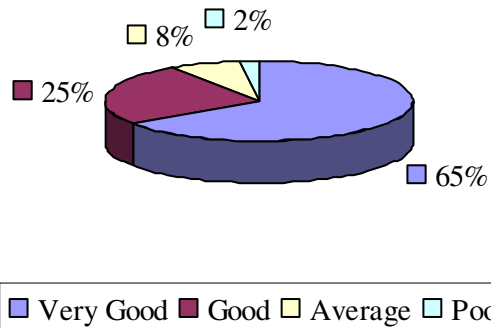
■ Positive ■ Neutral ■ Negative

After the encounter with the Greenbelt officer, were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?

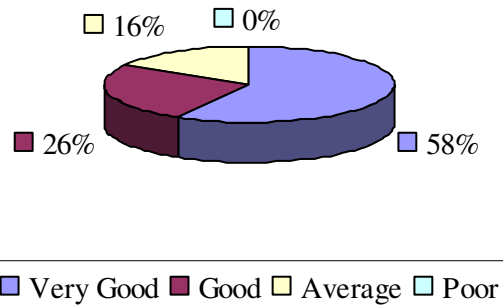


■ Positive ■ Neutral ■ Negative

How do you rate the overall performance of the Greenbelt Police Department?

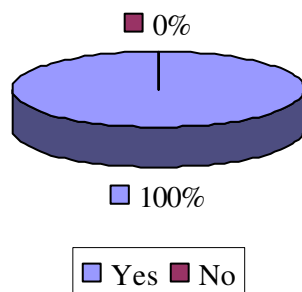


How do you rate the overall competence of agency personnel

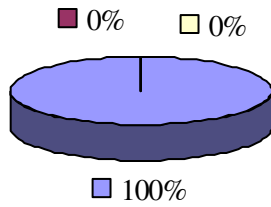


The Traffic Stop Surveys provided the following data:

Was the officer's appearance professional in nature (dress, grooming, and language)?

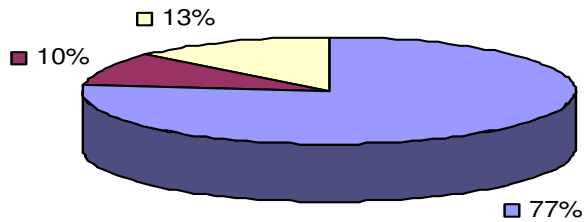


Was the officer courteous and explain the reason why you were stopped?



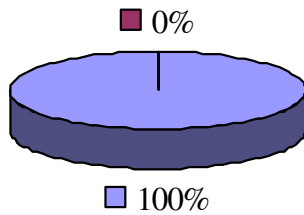
■ Yes ■ No ■ Not Answered

Were you issued a warning, citation, or repair order?



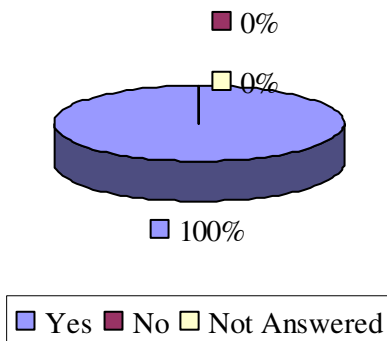
■ Warning ■ Citation ■ Repair Order

Did the officer explain the warning, citation, or repair order to you?

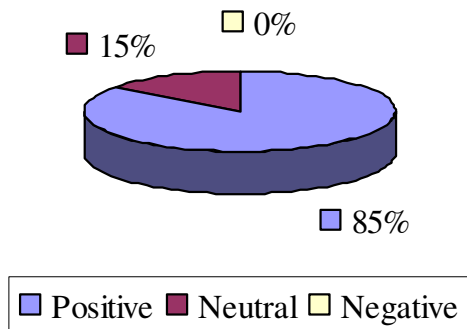


■ Yes ■ No

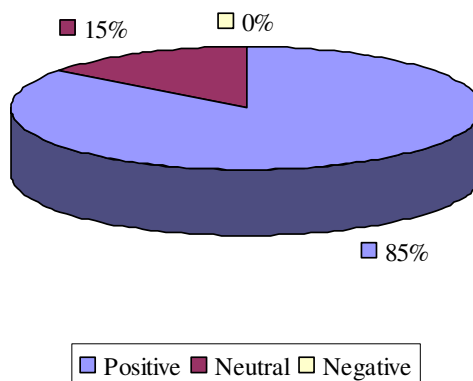
Did the officer answer the questions you asked?



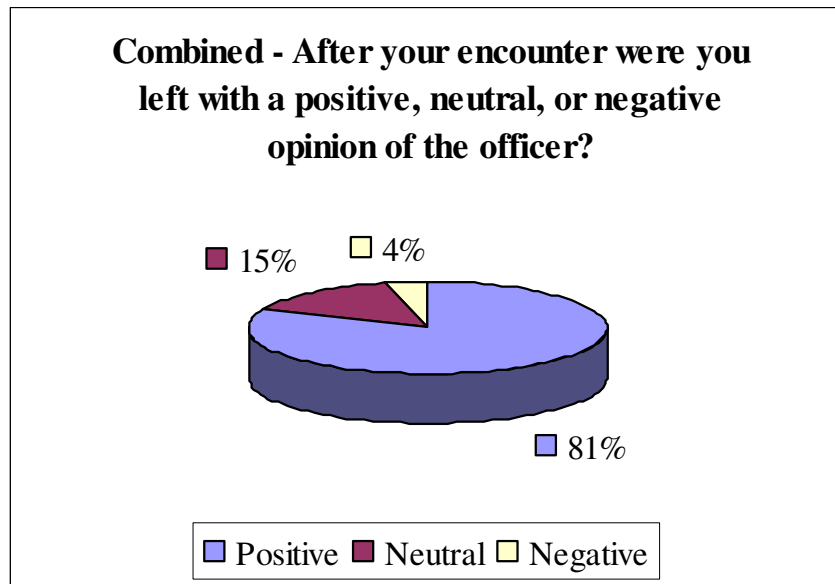
After your traffic stop were you left with a positive, neutral or negative opinion of the officer?



After your traffic stop were you left with a positive, neutral, or negative opinion of the Greenbelt Police Department?



A combination of data from the Citizen Surveys and Traffic Stop surveys showed that after a citizen had an encounter with a Greenbelt police officer, 81% of the time they were left with a positive opinion of the officer(s). In 2006, 93% of those surveyed had a positive opinion of the officer(s).



A combination of data from the Citizen Survey and Traffic Stop Surveys showed that after a citizen had an encounter with the Greenbelt police officer, 79% of the time they were left with a positive opinion of the Department. In 2006, 63% of those surveyed had a positive opinion of the Department, 31% percent had a neutral opinion and 6% percent of those surveyed had a negative opinion about the Department after their encounter with the officer.

